

PERMIT TECHNICIAN

DEFINITION

Under general direction performs paraprofessional and clerical work supporting the operations of the Building Division of the Department of Community and Economic Development and Fire Prevention Division of the Fire Department; processes building, fire, hazardous materials and other permits as required. Provides permit-related information to internal and external customers. Works in the Permit Center as assigned.

DISTINGUISHING CHARACTERISTICS

Initial work is performed under close supervision; but incumbents make independent judgements on permit acceptance and processing, interpretations of regulations and policies, calculation of permit fees, resolving routine complaints and related activities. Work is characterized by extensive use of electronic information, permit tracking systems and substantial direct customer and telephone contact.

SUPERVISION RECEIVED AND EXERCISED

Receives supervision from Supervising Plan Checker/Expediter or Fire Marshal, or his or her designee. May exercise functional supervision over Administrative Clerk I/II as directed.

EXAMPLES OF DUTIES

1. Advises contractors, developers, engineers, architects and the public on permit process requirements and permit status.
2. Calculates permit fees.
3. Interprets simple blueprints and building plans for processing and/or code compliance.
4. Reviews applications for completeness so that the plans can be reviewed for accuracy and compliance with local, state, and Federal regulations and policies.
5. Researches permit application status in response to inquiries from staff and the public.
6. Updates permit records and files; enters data into automated system.

7. Collects and compiles data as directed for preparation of reports and statistical information.
8. Circulates permit submittals to other departments and consultants for review and comments, and records responses.
9. Issues permits, as directed, that are in compliance with standardized requirements.
10. Prepares and issues bills, receipts, letters, statistical reports and other forms, and schedule inspections in compliance with standardized requirements. Responds to public inquiries at counter, by phone and in writing.
11. Coordinates archiving of records.
12. Performs related duties as assigned.

#### JOB RELATED AND ESSENTIAL QUALIFICATIONS

##### Knowledge of:

- A. Knowledge of basic mathematics.
- B. Basic knowledge of plan check and building permit, fire or hazardous materials permit approval process and procedure.
- C. Knowledge of effective public contact techniques in person, on the telephone and through written communication.
- D. Knowledge of manual and automated filing and permit tracking systems and record keeping.

##### Ability to:

- E. Ability to work on several tasks at the same time, plan and organize workload, and meet deadlines.
- F. Ability to read and analyze simple plans and blueprints.
- G. Ability to work independently within established policies and procedures.
- H. Ability to operate a keyboard utilizing word processing, spreadsheet, E-mail and permit tracking software.

- I. Ability to perform detailed review of permit submittals and responses to insure completeness and conformance to processing requirements.
- J. Ability to deal tactfully and effectively with internal and external customers.

#### EDUCATION AND EXPERIENCE

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

##### Experience:

Two years of full time clerical experience involving extensive public contact in permit processing, preferably one year with a public agency.

##### Education:

Equivalent to high school graduation, College course work in building code requirements, fire science or hazardous materials code requirements is highly desirable.

##### Licenses and Certificates:

None required. Possession of an ICBO Permit Technician or Plans Examiner certificate is desirable.

#### PROBATIONARY PERIOD: Six months

180CS99

July 1999

AAP GROUP: 16

FPPC STATUS: Designated

FLSA STATUS: Non-exempt